



Rural East Lothian Bus Users

June 2011 Newsletter

RELBUs formed in November 2011, following cuts to First Bus services between Dunbar/East Linton/Edinburgh. We have now held 4 public meetings in Dunbar and East Linton to gather information from all interested parties. We aim to encourage bus travellers from all areas of East Lothian to join us in our campaign for better public transport links in the East of the County where fares are high and some services unreliable.

Since our March 2011 Newsletter

- East Lothian Councils new subsidised public transport strategy has been unveiled which has received mixed responses from different parts of the county
- Dunbar Local Service 130 Eve Coaches has been put in place to replace the First Bus cuts to local housing areas
- RELBU's held a well attended Public Meeting in East Linton
- We met for the 2nd time with First Bus Directors on 19th May to discuss accessibility issues and improvements to their services.
- Met with SES Tran & RAGES to discuss future services
- From 30th May First Bus have introduced a 2 hourly 253 Service from Edinburgh to Berwick Upon Tweed, with low level buses.
This service is on a trial basis over the summer months only but reinstates 2 buses per hour from Dunbar to Edinburgh

In Development.....

- Real-time Passenger Information boards in 2012 (SES Tran source First Bus)
- Improved information at bus stops
- Promotional Fares from First Bus
- More bus shelters
- Survey in conjunction with ELC to develop Demand Responsive Transport
- A Public Meeting to be held in Haddington before the end of June, to gain information from users from Haddington, Pencaitland, Gifford and surrounding areas.

Going Forward

We intend meeting with First Bus South East Scotland Directors on a regular basis to feedback your comments. Please keep us informed of your concerns or

We have been assured that First Bus Coach style drivers check the lifts are operational every morning. If you encounter problems call First Bus 01324 602200

http://www.firstgroup.com/ukbus/scotland_east/help_contact/customer_care

Making a comment, complaint or complaint

Any feedback about our service is welcome. We have a dedicated customer service team who are trained to progress your comments and handle any complaints.

If you are contacting First Bus, please give the following details:

- Your name and address
- Your daytime phone number (where we can contact you if we need to) and any times you would prefer us to contact you
- A clear description of your concerns or complaint (including date and time of travel)
- Details of what you would like us to do to put things right
- Where applicable please retain your ticket as proof of purchase. Details from your ticket may be required

Problems with School Bus services should be raised via The Education Department at East Lothian Council. All other services please contact the Bus Operator.

Get in Touch with RELBUS with any problems, views and ideas

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